



Katie M. Brown
Counsel

Duke Energy
40 W. Broad Street
Suite 690
Greenville, SC 29601

O: 864-370-5296
F: 864-370-5027

Katie.Brown2@duke-energy.com

October 22, 2021

VIA ELECTRONIC FILING

The Honorable Jocelyn G. Boyd
Chief Clerk/Executive Director
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, SC 29210

Re: Self-Report
Docket Number: 2011-158-E

Dear Ms. Boyd:

I am writing to inform the Public Service Commission of South Carolina (the "Commission") of an incident in which certain Customer Information pertaining to a Duke Energy Progress, LLC ("DEP" or the "Company") municipal customer was disclosed in error. The circumstances of the disclosure are described below.

1. On September 8, 2021, a Carolinas Customer Account Services ("CAS") team member inadvertently sent an attachment via email to a North Carolina Department of Public Safety contact, which included billing information for DEP customer, City of Lake City, South Carolina (the "City"). The CAS team member was working on an issue with the City at the time and attempted to recall the email as she immediately recognized her error. The email was not successfully recalled. The data elements exposed consisted of customer name, service address, mailing address, energy usage, utility account number, meter number, billing history, and payment history.

The Company conducted an investigation and determined the incident was due to a human performance error on the part of the CAS team member. The CAS manager provided coaching to the CAS team member and will be reviewing Data Privacy in an upcoming meeting with the entire CAS team.

The North Carolina Code of Conduct was approved by the North Carolina Utilities Commission in its September 29, 2016 Order Approving Merger Subject to Regulatory Conditions and Code of Conduct, in Docket Nos. E-2, Sub 1095, E-7, Sub 1100 and G-9, Sub 682. It was further adopted, as applicable to South Carolina, via the Public Service Commission of South Carolina's Order No. 2016-772 dated November 2, 2016, and as updated in a filing made on

The Honorable Jocelyn G. Boyd

October 22, 2021

Page 2

October 9, 2018. The Code of Conduct contains several provisions relating to the disclosure of Customer Information. Customer Information means:

Non-public information or data specific to a Customer or a group of Customers, including, but not limited to, electricity consumption, natural gas consumption, load profile, billing history, or credit history that is or has been obtained or compiled by DEC, DEP or Piedmont in connection with the supplying of Electric Services or Natural Gas Services to that Customer or group of Customers.

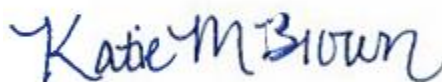
If Customer Information is inappropriately disclosed, Section III(A)(2)(k) of the Code of Conduct provides the following:

Should any inappropriate disclosure of DEC, DEP or Piedmont Customer Information occur at any time, DEC, DEP or Piedmont shall promptly file a statement with the Commission describing the circumstances of the disclosure, the Customer Information disclosed, the results of the disclosure, and the steps taken to mitigate the effects of the disclosure and prevent future occurrences.

In addition, Regulatory Condition No. 14.4 provides that such statements should be filed with the Commission(s). Pursuant to this Regulatory Condition and the above-cited provisions of the Code of Conduct, and after recently completing its investigation into the facts, DEP is filing this letter, in an abundance of caution, to report that Customer Information has been inappropriately disclosed, under the circumstances described above.

DEP takes its obligation to protect Customer Information very seriously and acted as quickly as possible to rectify this situation. For the foregoing reasons, the Company regrets the error.

Sincerely,



Katie M. Brown

cc: Nanette Edwards, Office of Regulatory Staff
Dawn Hipp, Office of Regulatory Staff
Andrew Bateman, Office of Regulatory Staff